Concept Paper # 248

Presented to the Department of Administrative Services (DAS)
Date Prepared: 3/8/2013

Name of document to be reviewed: Pilot project for Alfresco Web Applications (Drupal) from Carahsoft

(Please check one item listed in the following two sections)

Document for review and approval:

    __ **Request for Proposal (RFP)**   __ **Sole Source Procurement**
    __ **Request for Service (RFS)**   _X **Statement of Work**
    __ **Request for Quote (RFQ)**   __ **Staff Augmentation**
    __ **Invitation to Qualify**   __ **Master Agreement Purchase**

Document for review only:

    __ **Master Agreement**   __ **Request for Information (RFI)**

Agency: _Iowa Workforce Development_____

    RFP Reference #:

    Release Date:

This project is requesting IOWAccess funds: Yes ___   No _X_

    NOTE: IOWAccess concept papers are to be sent to Wes Hunsberger (Wes.Hunsberger@iowa.gov) for an internal DAS review.

Projected cost over $50,000?   Yes _X_   No ___

Projected agency staff hours over 750?   Yes _X_   No ___

Project Cost, Funds and Funding Source:

1

Please list the internal and external resources/costs for the purchase:

Internal Resources/Costs:

External Resources/Costs:

Alfresco Enterprise Content Management and hosting - unlimited processors – 1 yr subscription $231,256.02
Premier Advantage Support – 1 yr subscription $143,637.28
Senior consultant – 10 days for development $21,066.80
Total – 1 yr - **$395,960.10**

Other State Agencies have the option to procure the same program at the same investment

The right to deploy enables IWD and listed divisions to deploy on an unlimited CPU model

Training included: Alfresco Systems Administrator - Online (15 seats) and an onsite Alfresco Advanced Administration Class

IWD Divisions Included:
- Unemployment Insurance
- Labor Services
- Workers Compensation
- Misclassification of Workers
- Workforce Services
- Labor Market & Workforce, Administrative Services
- News Releases, Agency Calendar and Iowa.Jobs

* Should Iowa choose to expand coverage state wide IWD will receive a credit towards statewide coverage.
** Other divisions can be included leveraging the Carasoft pricing or join under the same IWD investment model.

Timelines:

Goal:

Pilot the concept of running applications externally via a hosted and managed service.

Background:

IWD is mandated by code to provide a way to sign on to services offered at Virtual Access Sites deployed across to provide services to citizens by June 2013. We took advantage of services accompanying the Drupal website deployment of the 1:1 Virtual site for High School students to develop an application running under Drupal to satisfy the mandate. We now have the application developed and need to proceed with the ability to host it on a managed service.

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Expected Results:

What are the tangible and intangible benefits of this purchase for this agency and/or state government? This will also give us the ability to pilot the document management and workflow applications and toolsets offered by Alfresco to move existing document management applications to the cloud. Some of the applications are:

- ImagePlus – Currently running on mainframe is obsolete version of zOS and DB2 with ongoing costs extremely high.
- Content Manager – Currently running on mainframe. High maintenance costs and transaction costs
- SIDES system – UI Benefits system. High Maintenance costs and inefficient system.
- Labor Division (OSHA) – Paper based system – need to store electronically
- Worker's Compensation and Appeals – PDF file based system on local servers – inefficient for external users.

Can these benefits be quantified in financial terms? If yes, please explain. Yes, The cost for running ImagePlus on the mainframe (hardware costs, license fees, and maintenance fees) is about $535,000 per year yielding a net savings of $140,000 the first year. Other fees such as the maintenance fees for OpenText of $200,000 and FileNet of $42,000 will be realized in later years.

How will you be more effective as a result of this purchase? We will be able to consolidate all other Document Management systems currently in use at IWD under one application. Workflow will allow documents to move through the system automatically based on preconfigured criteria. The system will be hosted and managed through the same company (Carasoft/Acquia) that hosts our Virtual Sites for High Schools. This is a highly secure platform with automated redundancy and failover.

How will service to your customers be enhanced as a result of this purchase? Access to documents will be much faster with better search criteria. The service will be much more reliable due to the fact that the data center is redundant with failover capabilities.

Testing and Acceptance: Will occur as each application is rolled out.

Some of the Interested Parties:

- Citizens will benefit from an increase in transparency and the ability to establish a relationship with IWD and their services without being a claimant.
- Appeal Law Judges provide entire case folder electronically doing away with a cumbersome paper file based process. The will enable the Appeals decisions to be on-line, accessible to the public, in a searchable format.
- UI Claimants benefit from an ongoing, managed relationship with IWD and their services. It also gives claimants the ability to access their account via a web portal.
- UI Tax & Benefits – all of the above improves the ability of the UI Division to provide services and interact with citizens on-line, in a more efficient and transparent manner.

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- Federal Department of Labor will be able to see reports based on what services were supplied to what citizens.

Some of the Recipients of this Service: Citizens accessing the Virtual Services across the state. Appeal Law Judges, UI Claimants, Federal DOL

Standards:

Architecture:

Business Continuity / Disaster Recovery: The system will be hosted off-site with redundant copies of applications and databases in the primary data center and at JFHQ.

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Recommendations from the State CIO:

NOTE: *Where applicable, all DAS GSE Procurement and IA Administrative Code 11-105 and 11-106 requirements and procedures are to be followed. Reference: http://das.gse.iowa.gov/procurement/, specifically: http://das.gse.iowa.gov/procurement/adminrules/.*

Duplication recommendation from the State CIO to the DAS Director:

a) Is there duplication within Government? *(Please identify duplication at the agency level, as well as within the enterprise)*
b) Can an existing program be modified to address a new need?
c) Do you have any similar program in existence?
d) Have you sought IT procurements for similar programs in the past?
e) Do you have purchasing documents for similar programs?
f) Do you have similar purchasing documents that could be used as a starting point for this program?
g) Is there anything you could provide that could assist the agency with this IT procurement?
h) Are there alternatives available to the agencies?

Recommendation of the State CIO to the DAS Director:

Authorize this IT procurement   Yes _X_ No ___
Alternatives suggested by the State CIO
   (see comments below)   Yes ___ No _X_

Additional comments from the State CIO:

The TEC recommended approval. Subsequently approved by the State CIO. The pilot project approval includes IWD quarterly progress updates supplied to the State CIO.

DAS Director's action:
Authorize this IT procurement   Yes _X_ No ___

DAS Director's signature and date:

The above IT procurement concept approved by Director Carroll on __3/22/13__

Comments: **None.**